

**Fill in this information to identify the case:**

Debtor 1 Susan Jeanette Palma

Debtor 2 \_\_\_\_\_  
(Spouse, if filing)

United States Bankruptcy Court for the: Eastern District of Virginia  
(State)

Case number 16-10471-BFK

**Official Form 410S1**

**Notice of Mortgage Payment Change**

12/15

If the debtor's plan provides for payment of postpetition contractual installments on your claim secured by a security interest in the debtor's principal residence, you must use this form to give notice of any changes in the installment payment amount. File this form as a supplement to your proof of claim at least 21 days before the new payment amount is due. See Bankruptcy Rule 3002.1.

Name of creditor: Citizens Bank, N.A. f/k/a RBS Court claim no. (if known): NA

Last 4 digits of any number you use to identify the debtor's account: XXXXXX2260 Date of payment change: December 4, 2016  
Must be at least 21 days after date of this notice

New total payment: \$ 734.96  
Principal, interest, and escrow, if any

**Part 1: Escrow Account Payment Adjustment**

**1. Will there be a change in the debtor's escrow account payment?**

- ☐ No
- ☒ Yes. Attach a copy of the escrow account statement prepared in a form consistent with applicable nonbankruptcy law. Describe the basis for the change. If a statement is not attached, explain why: \_\_\_\_\_

Current escrow payment: \$ 232.74 New escrow payment: \$ 222.50

**Part 2: Mortgage Payment Adjustment**

**2. Will the debtor's principal and interest payment change based on an adjustment to the interest rate on the debtor's variable-rate account?**

- ☒ No
- ☐ Yes. Attach a copy of the rate change notice prepared in a form consistent with applicable nonbankruptcy law. If a notice is not attached, explain why: \_\_\_\_\_

Current interest rate: \_\_\_\_\_% New interest rate: \_\_\_\_\_%

Current principal and interest payment: \$ \_\_\_\_\_ New principal and interest payment: \$ \_\_\_\_\_

**Part 3: Other Payment Change**

**3. Will there be a change in the debtor's mortgage payment for a reason not listed above?**

- ☒ No
- ☐ Yes. Attach a copy of any documents describing the basis for the change, such as a repayment plan or loan modification agreement. (Court approval may be required before the payment change can take effect.)

Reason for change: \_\_\_\_\_

Current mortgage payment: \$ \_\_\_\_\_ New mortgage payment: \$ \_\_\_\_\_

Debtor 1 Susan Jeanette Palma

Case number (if known) 16-10471-BFK

**Part 4: Sign Here**

The person completing this Notice must sign it. Sign and print your name and your title, if any, and state your address and telephone number.

Check the appropriate box.

- ☐ I am the creditor  
☒ I am the creditor's authorized agent.

**I declare under penalty of perjury that the information provided in this claim is true and correct to the best of my knowledge, information, and reasonable belief.**

**x /s/ Nisha R. Patel**

Signature

Date 11/1/2016

Print:

Nisha R. Patel

First Name

Middle Name

Last Name

Title

Attorney for Creditor

Company

Samuel I. White, P.C.

Address

1804 Staples Mill Road Suite 200

Number

Street

Richmond, VA 23230

City

State

ZIP Code

Contact phone

(804) 290-4290

Email

npatel@siwpc.com

CERTIFICATE OF SERVICE

I certify that on November 1, 2016, the foregoing Notice of Payment Change was served via CM/ECF on Janet M. Meiburger, Trustee, and Robert Brandt, Counsel for Debtor, at the email addresses registered with the Court, and that a true copy was mailed via first class mail, postage prepaid, to Susan Jeanette Palma, Debtor, 17626 Duke Street, Dumfries, VA 22026.

**/s/ Nisha R. Patel**

Nisha R. Patel, Esquire  
Samuel I. White, P. C.



10561 Telegraph Road  
Glen Allen, VA 23059  
www.citizensone.com

October 19, 2016

JANET M. MEIBURGER  
1493 CHAIN BRIDGE RD  
SUITE 201,  
MCLEAN VA 22101

Re: Citizens One Loan No: [REDACTED]  
Chapter 07  
Bankruptcy Case No. 16-10471

Borrowers: Donald C Palma  
Lucy K Palma  
Property address: 302 Inglewood Dr  
Rochester NY 14619-1442

Dear Trustee:

In October, 2016, an escrow analysis was performed on the above referenced loan. The new payment will be \$ 734.96, effective with the payment due for 12-04-16. Our records show this loan contractually due for 10-04-16.

Please adjust your records to reflect the new payment amount. We have sent a payment change letter to the debtor's attorney, if applicable, and the debtors were sent the actual escrow analysis.

If you have any questions, please contact us at 804.935.2724, Monday through Friday from 8:30 a.m. to 5 p.m. ET. Persons with hearing or speech impairments may reach us at 800.654.5988, option 1. 5988, option 1.

Sincerely,

Bankruptcy Department

BK013/CPI

DONALD C PALMA  
LUCY K PALMA  
302 INGLEWOOD DR  
ROCHESTER

NY 14619-1442

ANNUAL ESCROW ACCOUNT DISCLOSURE STATEMENT

ACCOUNT HISTORY

THIS IS A STATEMENT OF ACTUAL ACTIVITY IN YOUR ESCROW ACCOUNT FROM  
12/01/15 THROUGH 11/30/16.

YOUR MONTHLY MORTGAGE PAYMENT FOR THE PAST YEAR WAS  
745.20 OF WHICH 512.46 WAS FOR PRINCIPAL AND INTEREST  
AND 232.74 WENT INTO YOUR ESCROW ACCOUNT.

MO	PROJ ESCROW DEPOSIT	ACTUAL ESCROW DEPOSIT	PROJ ESCROW PAYMENTS DESCRIPTION	ACTUAL ESCROW PAYMENTS	PROJ ESCROW BALANCE	ACTUAL ESCROW BALANCE
	STARTING BALANCE				1460.95	1460.95
DEC	232.74	232.74			1693.69	1693.69
JAN	232.74	232.74	1098.95 COUNTY TAX	996.31*	827.48	930.12
JAN			362.00 CITY TAX	365.00*	465.48	565.12
FEB	232.74	232.74			698.22	797.86
MAR	232.74	232.74	362.00 CITY TAX	365.00*	568.96	665.60
APR	232.74	232.74			801.70	898.34
MAY	232.74	232.74			1034.44	1131.08
JUN	232.74	232.74			1267.18	1363.82
JUL	232.74	232.74	604.92 CITY TAX	590.69*	895.00	1005.87
AUG	232.74	313.61 *			1127.74	1319.48
SEP	232.74	232.74	365.00 CITY TAX	353.00*	995.48	1199.22
OCT	232.74	232.74 Y		Y	1228.22	1431.96
NOV	232.74	232.74 Y		Y	1460.96	1664.70

LAST YEAR, WE ANTICIPATED THAT PAYMENTS FROM YOUR ACCOUNT WOULD BE MADE DURING THIS PERIOD EQUALING 2,792.87. UNDER FEDERAL LAW, YOUR LOWEST MONTHLY BALANCE SHOULD NOT HAVE EXCEEDED 465.48 (NO MORE THAN TWICE LAST YEARS PROJECTED MONTHLY ESCROW PAYMENT), UNLESS YOUR MORTGAGE CONTRACT OR STATE LAW SPECIFIES A LOWER AMOUNT. UNDER YOUR MORTGAGE CONTRACT AND STATE LAW, YOUR LOWEST MONTHLY BALANCE SHOULD NOT HAVE EXCEEDED 465.48.

YOUR ACTUAL LOWEST MONTHLY BALANCE WAS GREATER THAN 465.48. THE ITEMS WITH AN ASTERISK ON YOUR ACCOUNT HISTORY MAY EXPLAIN THIS. AN ASTERISK (\*) INDICATES A DIFFERENCE FROM A PREVIOUS ESTIMATE EITHER IN THE DATE OR THE AMOUNT. IF YOU WANT A FURTHER EXPLANATION, PLEASE CALL OUR TOLL-FREE NUMBER.

#### ACCOUNT PROJECTION

COUNTY TAX	:	996.31
CITY TAX	:	1,673.69
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ANNUAL DISBURSEMENTS	:	2,670.00
2,670.00 / 12 =		222.50 ESCROW PAYMENT

MO	PAYMENTS TO	PAYMENTS FROM	DESCRIPTION	CURRENT BAL PROJECTION	REQUIRED BAL PROJECTION
	BALANCE AS OF	11/30/16		1,664.70	1,361.31
DEC	222.50			1,887.20	1,583.81
JAN	222.50	996.31	COUNTY TAX	1,113.39	810.00
JAN		365.00	CITY TAX	748.39	445.00
FEB	222.50			970.89	667.50
MAR	222.50	365.00	CITY TAX	828.39	525.00
APR	222.50			1,050.89	747.50
MAY	222.50			1,273.39	970.00
JUN	222.50			1,495.89	1,192.50
JUL	222.50	590.69	CITY TAX	1,127.70	824.31

	PAYMENTS	PAYMENTS		CURRENT BAL	REQUIRED BAL
MO	TO	FROM	DESCRIPTION	PROJECTION	PROJECTION
AUG	222.50			1,350.20	1,046.81
SEP	222.50	353.00	CITY TAX	1,219.70	916.31
OCT	222.50			1,442.20	1,138.81
NOV	222.50			1,664.70	1,361.31

THE EXPECTED AMOUNT IN YOUR ESCROW ACCOUNT IS 1,664.70 . YOUR  
STARTING BALANCE ACCORDING TO THIS ANALYSIS SHOULD BE 1,361.31 .

THIS MEANS YOU HAVE A SURPLUS OF 303.39. THIS SURPLUS MUST BE  
RETURNED TO YOU UNLESS IT IS LESS THAN \$50, IN WHICH CASE WE HAVE THE  
ADDITIONAL OPTION OF KEEPING IT AND LOWERING YOUR PAYMENTS ACCORDINGLY.  
WE ARE SENDING YOU A CHECK FOR THE SURPLUS.

YOUR MONTHLY MORTGAGE PAYMENT FOR THE COMING YEAR WILL BE  
734.96 OF WHICH 512.46 WILL BE FOR PRINCIPAL AND  
INTEREST AND 222.50 WILL GO INTO YOUR ESCROW ACCOUNT.

NEW PAYMENT INFORMATION

PRINCIPAL AND INTEREST	512.46
ESCROW PAYMENT	222.50

NEW PAYMENT EFFECTIVE 12/04/16 734.96

KEEP THIS STATEMENT FOR COMPARISON WITH THE ACTUAL ACTIVITY IN YOUR  
ACCOUNT AT THE END OF THE NEXT ESCROW ACCOUNTING COMPUTATION YEAR.

